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27 February 1989

STAT NOTE FOR: [redacted] Executive Assistant to the DDA

FROM: Chief, Protocol Branch

SUBJECT: Items for Quick Reference Directory

REFERENCE: Your memoranbdum, dtd 3 Feb 1989, no subject (DDA 89-0255)

[redacted] STAT

In response to your 3 February memorandum, following are some items that come to mind for inclusion in a Quick Reference Directory:

a. DA services we would like to see addressed?

- Payroll questions
- WANG questions
- Logistics services questions
- Design and Presentation Center, OL services
- P&PG services available
- Telephone questions, particularly re moving lines

STAT • [redacted]

b. Agency-wide services provided by this office for inclusion in Directory:

- How do I reserve the Director's Dining Room?
- How do I submit a recommendation for an Agency Seal Medallion?
- How do I submit a recommendation for an Agency honor award?
- How do I submit a recommendation for an Intelligence Community award?
- How do I report foreign gifts?

STAT [redacted]

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O/DDI Registry
00370X/89

24 FEB 1989

MEMORANDUM FOR: Executive Assistant
Directorate of Administration

STAT FROM: [redacted]
Chief, Management, Planning & Services Staff, ODDI

SUBJECT: Quick Reference Agency-wide Administrative Services Directory

1. The Directorate of Intelligence (DI) believes that the idea of a Directory of Agency-wide Administrative Services is a good one. As you note in your memorandum of 3 February, it must be a streamlined, functional publication, limited to answering the most commonly asked questions in order to be effective. We would like to see the particular service followed by the name and telephone number of the appropriate component or components where service/assistance can be found. You also might consider including one overall DA "trouble number" as a help in locating the general services not included in the directory.

2. Our submission is attached. The first part identifies those general services that we in the DI would like to see included in this directory. The second lists those administrative-type services that the DI provides Agency-wide.

STAT [redacted]

Attachments:
A. Services Requested for Inclusion in Proposed DA Directory
B. Agency-wide Administrative Services Provided by the DI

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Attachment A — Services Requested for Inclusion in Proposed DA Directory

ATT A

Copiers	Acquisition/Service.
Auditorium	Reservations.
Audio-visual services	
Cables	Information on how to prepare and send.
Clearances	How to check a clearance. How to arrange for a cleared person to gain access to an Agency building, including getting the person through the gate, getting parking, and getting badged.
Computer Services	A single number to provide information on various data bases.
Contracting Information	Where to call to determine the status of a contract once it leaves the DI.
EEO questions	
Employee Assistance Program	
Employment	The number to call if a friend wants to apply for a job here.
External Activities	Information on the status of external activities requests.
Fitness Rooms (OHB/NHB)	
Food Service	Information on food service help for office-sponsored events on the compound.
Forms	A single number where you can find out what form to use to accomplish a certain action. How to find out what forms are on AIM and how to access them.
Housing Referrals	
Information Handling	Proper wrapping/mailing procedures. Correct hand-carrying procedures.

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Declassified in Part - Sanitized Copy Approved for Release 2013/12/03 : CIA-RDP92G00017R000900140021-1

Attachment A (continued)

Insurance Information	
Language Training, Achievement, and Library	
Military Reserve Unit	
Payroll Questions	
Printing Services	
Retirement Information	
Security Questions	All types
Supplies	Ordering items not in stock.
Telephone Services	
Trash	Who to call for trash removal, cleaning restrooms, etc.
Travel Services/Processing	
Upward Mobility Program	
Vacancy Notices	How to access electronically.
VIP Questions	

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Declassified in Part - Sanitized Copy Approved for Release 2013/12/03 : CIA-RDP92G00017R000900140021-1

Attachment B — Agency-wide Administrative Services Provided by the DI.

STAT	Documents (classified)	OIR/Document Library Branch 1H1108
STAT	Documents	How to get the documents that you need. OIR/Document Dissemination GE47
STAT	Historical Intelligence	OIR/Historical Intelligence Collection 1E41A
STAT		
STAT	Library Services Reference Circulation Interlibrary Loan	OIR 1E41
STAT	Maps Reference Procurement Data base searches	OIR
STAT	Map Library	OIR GH05
STAT	Marketing	All OIR Services 1E41D
STAT	Publications Procurement	OIR/Publication Procurement Branch GE47
STAT	RECON Listings Global Issues Asia, No. Africa, Middle East W. Europe, Latin America, Sub-Saharan Africa USSR, E. Europe	OIR/RECON Analysis Support Branch 1H04
STAT	Visual Media Theaters Television Video Library Photos	OIR/Visual Media Branch

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DDS&T-269-89

27 February 1989

MEMORANDUM FOR: Executive Assistant to the DDA

STAT FROM: [redacted]
Executive Assistant to the DDS&T

SUBJECT: DA Quick Reference Guide

REFERENCE: Your Memo DDA 89-0255, dtd 3 Feb 89; Same Subject

1. I have canvessed all Directorate offices for suggestions of administrative services they would like to see listed in a "Quick Reference" Agency directory. Most offices raised the question of how this directory is to be different from those already in existence (e.g., those put out by the Office of Personnel and Office of Logistics). The concern was raised that as the number of available reference sources grows, so will increase one's confusion over where to find a quick answer. It was hoped by some respondents that the DA would develop a single-source directory of services which would replace all other DA reference guides.

2. That said, I will pass along suggestions put forth by our offices. Some of these suggestions may already appear in existing guides or references. In fact many suggestions appear in the back of the Agency telephone directory. What people want is an expanded version of these entries.

- Counseling services available from the Employee Assistance Program of the Office of Medical Services (OMS).
- What kinds of services are offered by OMS; how does one obtain a particular service?
- What services are provided by the Domestic Relocation Center?
- What services are available to persons being assigned overseas?
- What services are provided by Central Travel?
- What assistance is provided by the Office of General Counsel on personal legal matters, such as cleared local attorneys, wills, and jury duty; how does one go about getting such aid?

ADMINISTRATIVE - INTERNAL USE ONLY

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SUBJECT: DA Quick Reference Guide

- A reference point for records management and FOIA questions (listed by directorate).
- Credit Union issues: How does one obtain a loan; where should one go for a credit reference?
- Where does one obtain information on the availability of Educational Aid; availability of EAA services?
- How can one get a Summary of Agency Employment?
- What kind of graphics and media assistance is available?
- What types of financial services assistance are available?
- How do I go about reserving the auditorium; or a conference room (perhaps a listing of those available, with capacity)?
- Where can one get questions on computers, ADP answered?

3. Most of the issues or services I have listed are such that use of a reference guide and direct contact with the appropriate office would be justified and logical. However, I do believe that it is important to stress the fact that any reference directory should in no way be meant to supplant the offices' personnel, administrative, security, or logistics officers as sources of information. Employees should be encouraged where possible first to ask these people for answers. For example, on issues like property control, marriage to foreign nationals, parking, grievances, etc. They are assigned to the offices to support the employees of that office and their knowledge and expertise should be used.

4. Please let me know if I can be of any further assistance.

STAT

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February 15, 1989

MEMORANDUM FOR: Administrative Officer, DCI

STAT FROM: [redacted]
Chief, Support Group
Systems Integration Office

SUBJECT: Request for Information; Reduction of Transactional Costs Within DDA

STAT REFERENCE: EXA/DDA Task Force [redacted] no subject; dated 3 February 1989; DDA 89-0255.

1. Regarding the request for information from Systems Integration Office (SIO) to be included in the Quick Reference directory for Agency usage, this office offers no Agency-wide services and therefore should not be represented therein.

2. Some DA services which might be included in the directory follow:

a. telephones/repair and installation services
b. ADP procurement/installation/repair/passwords
c. payroll information
d. COMSEC/TEMPEST information
e. clearances
f. help for employees with an alcohol/drug problem
g. financial counseling for employees
h. retirement information
i. insurance information
j. security violations
k. emergency telephone number for Headquarters

3. If there are any questions concerning this memorandum,
STAT please contact the undersigned on extension [redacted]

STAT [redacted]

STAT [redacted]

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21 February 1989

STAT

MEMORANDUM FOR: [redacted]
DCI Administrative Officer

FROM: J. Kenneth McDonald
Chief, DCI History Staff

SUBJECT: Information for the DA Quick Reference Directory

In the DA's new Quick Reference Directory you may wish to include the following information concerning the Agency-wide administrative services that the History Staff provides:

The CIA History Staff, in the Office of the DCI, provides an Agency-wide reference service for historical queries (including data on former key Agency personnel, organizational genealogies, etc.) and manages access to several hundred Agency histories. It also advises on the historical significance and preservation of Agency records, and serves as CIA's liaison with other U.S. Government history offices and the professional historical community.

STAT [redacted]
J. Kenneth McDonald

STAT [redacted]

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1 March 1989

STAT MEMORANDUM FOR: [redacted]
Executive Assistant to the DDA

STAT FROM: [redacted]
Deputy Director, Public Affairs Office

SUBJECT: Quick Reference Directory

In response to your request of 3 February 1989 for contributions to a Quick Reference directory on key Agency-wide administrative services, I offer the following services which the Public Affairs Office provides for your consideration:

- Need copies of newspaper or magazine articles or transcripts of TV or radio programs on intelligence or on the CIA? Call Public Affairs Media Relations Unit 25520.

- Are you receiving inquiries from the media about CIA, intelligence matters, or substantive issues? Refer callers to Public Affairs Media Relations Unit 27676.

- Would you like to have unclassified publications that explain the missions and functions of the CIA and the Intelligence Community? Call Public Affairs Public Relations Unit 12546.

- Do you need briefings about the CIA and intelligence for official visitors, academic audiences and the public? Call Public Affairs Public Relations Unit 12546.

- Do you need advice and guidance in dealing with the public, the academic community or in coping with a public appearance you have to make? Call Public Affairs Public Relations Unit 12546.

- If you need advice on what non-official writings to submit for review or how to submit them, call the Publications Review Board's Legal Adviser on 12546.

- If you are interested in what the DCI is saying in public speeches, the DCI's speeches are available in the CIA library.

We hope you will include these services of common concern in your publication and we appreciate the opportunity to participate in your project.

STAT [redacted]

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28 February 1989

MEMORANDUM FOR: Executive Assistant, DDA

STAT FROM: [redacted]
Secretary to the Comptroller

SUBJECT: Quick Reference Directory

REFERENCE: Your Memo, Same Subject, dtd 3 Feb 89, DDA 89-0255

1. I have asked several people in the Comptroller's office about what should be including in a DDA quick reference directory. Below are some of their suggestions:

-- A how-to on property turn-ins.

-- The functions and hours of the disbursing offices.

-- A list of ADP control officers, security officers and logistics officers, including phone numbers and addresses.

-- Location of the PC Supply Store and a how-to on ordering various computer supplies.

-- A how-to on ordering publications. (I realize this is an OIR function, but most people would assume it falls under the DA.)

-- Who to call on motorpool queries/complaints (including changes to bus schedules, ordering cars, vans, buses).

-- Which supplies are held in the supply room and which require Form 88s.

-- Points of contact for computer services, locations of computer centers, and phone number for trouble desk.

STAT [redacted]

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-- Points of contact for payroll, insurance and retirement information.

-- Hours and location of the HQS Insurance Branch. How to check on status of insurance claims.

-- Hours of OMS, where to go for what, and information on allergy and immunization shots.

-- How to process for overseas travel, including information on funds, shots, tickets, [redacted] 25X1

2. If you need any additional information on the above, I may be reached

STAT on [redacted]

STAT [redacted]

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